

This decoupling is achieved by providing rebates to customers when utility revenues exceed planned goals, and slight increases in energy rates when utility revenues decrease because of improved efficiency. In this way, increased efficiency will help achieve the goals of lower energy bills now and also in the future—because of elimination of need for new energy generating plants and reduced costs of maintaining existing plants. Also, pollution will be reduced and it will be more feasible to use clean, renewable energy.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Thank you for considering my comments.

Paul Rosenthal, Ph D

\*End of Complaint\*

**Utilities' Response:**

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**Investigator's Comments and Disposition:**

Comments entered for the record and filed with Docket Control.

\*End of Comments\*

**Date Completed:** 10/20/2011

**Opinion No.** 2011 - 100223

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E-01345A-11-0224

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2011      100203      Date: 10/19/2011

Complaint Description:      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

Complaint By:      First:      Last:  
                         **Timothy M.**      **Wright**

Account Name:      Town Attorney, Town of Payson      Home:

Street:      Work:

City:      Payson      CBR:

State:      AZ      Zip: 85541      is:

Utility Company:      **Arizona Public Service Company**

Division:      Electric

Contact Name:      For assignment      Contact Phone:

Nature of Complaint:

\*\*\*\*\* E-01345A-11-0224 \*\*\*\*\*

Customer sent the following -

This comment is filed on the Town of Payson ("Town"), an APS customer. Based upon the Town's preliminary estimates, APS's proposed rate increase would cost the Town an additional \$38,600 annually. In difficult financial times such as these, such an increase would add to the financial pressure of the Town.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 10/19/2011

Opinion No.      2011 - 100203